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IN THE UNITED STATES ELECTED OFFICE  
OF THE UNITED STATES PATENT AND TRADEMARK OFFICE  
UNDER THE PATENT COOPERATION TREATY-CHAPTER II

5 APPLICANTS: Reinhard Knitl et al. DOCKET NO: P98,3211  
SERIAL NO: GROUP ART UNIT:  
EXAMINER:  
INTERNATIONAL APPLICATION NO: PCT/DE97/01730  
INTERNATIONAL FILING DATE: 13 August 1997  
10 INVENTION: **METHOD FOR INCORPORATING FUNCTIONS OF AN  
AUTOMATIC CALL DISTRIBUTION SYSTEM INTO AN  
INTERACTIVE VOICE ANSWERING SYSTEM**  
15 Assistant Commissioner for Patents,  
Washington, D.C. 20231

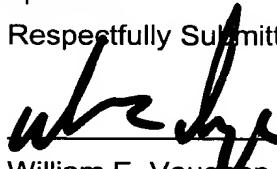
**INFORMATION DISCLOSURE STATEMENT**

20 In accordance with the provisions of 37 CFR §1.56, Applicants request that citation and examination of the references listed on Form PTO-1449, copies of which are enclosed herewith in accordance with 37 CFR §1.98, be made during the course of examination of the above-identified application for United States Patent.

Document AQ, German DE 195 35 540 C1 is directed to a call handling method for a communication system with ACD devices and which uses automatic call back one the devices becomes free.

25 Applicants respectfully submit that the claimed invention is distinguishable and non-obvious over the enclosed references, taken singly or in combination. Accordingly, early consideration and allowance of the application, including the claims, are hereby requested.

Respectfully Submitted,

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